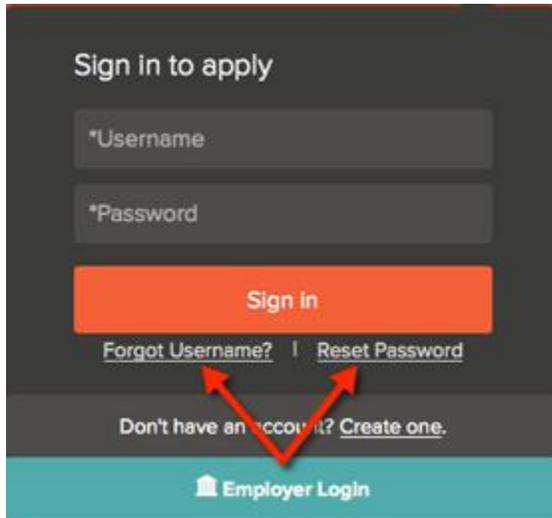


## What should I do if I receive the following message: *The username or password is incorrect?*

You should confirm your username, or reset your password, by using Forgot Username or Reset Password.



### I forgot my username. What should I do?

Below the Sign In button, click on [Forgot Username](#). On the next page, enter your email address, answer the security question, and click [Send Username](#). An email is sent with your username. If you do not see the email in your inbox, check your spam/junk email folder.

The email address that you enter must exactly match what appears on your profile. If it does not match, you may receive an error that *User with that email was not found*.

### I forgot my password. What should I do?

Below the Sign In button, click on [Reset Password](#). On the next page, enter your email address, answer the security question, and click on [Reset Password](#). An email is sent with a link to reset your password. Once you click on the link, you are directed to a page where you can create a new password. Enter a new password, confirm the new password, and then log into your account.

The link embedded in the password reset email expires after 72 hours. If the link has expired, resubmit your password reset request by clicking on [Reset Password](#) again.

### **The system is not accepting my new password. What should I enter?**

Passwords must be at least 8 characters in length and contain upper and lower case letters, numbers and symbols. To reset your password, click Reset Password. Once you've entered a new password twice, you receive the message *Your password has been updated*.

### **I need a new password, but no longer have access to the email address where the reset password email was sent.**

If you don't have access to the email address listed on your account, there is no way for you to create a new password. For security reasons, the reset password email is sent only to the email address associated with your account. Our applicant support team is unable to edit or update the email address listed on your profile, and cannot send this email to any other account. In the event that you cannot receive the reset password email, you should create a new account at GovernmentJobs.com with a valid email address.

### **I requested a reset password link but have not received it. How long does it normally take?**

Password reset emails are sent immediately, but delivery can depend on your email provider. Check your spam/junk email settings/folder if you do not receive the email. Sometimes adding the *noreply@governmentjobs.com* address to your contacts resolves this issue. If the email is still is not received, contact technical support at your email service provider to determine if the reset password email is being filtered out or blocked.

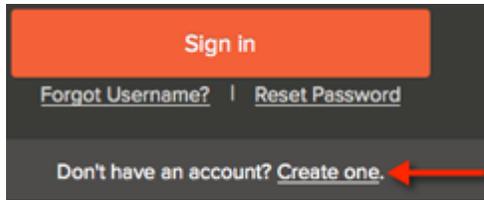
## **Creating an Account**

### **What is an email address and how do I create one?**

An email address is an electronic address where you can receive messages. An email address takes the form of *name@provider*, such as *jsmith@example.com*, which is read as *jsmith at example dot com*. There are many free and accessible email providers that you can use for this purpose. The email address is completely independent of GovernmentJobs.com. You should send any email related questions to your email provider's technical support group.

### **How do I create an account?**

To create an applicant account, go to [www.GovernmentJobs.com](http://www.GovernmentJobs.com) and click on the Sign In tab, and then *Don't have an account? Create one*.



Complete the required fields and click Create.

For help with setting a password, see password requirements.

**When I try to create an account or update my email address, I get the message *Email not available!* What does that mean? I do not remember creating an account with GovernmentJobs.com.**

If you receive this message, it means that there is an account associated with your email address. You may have previously applied with an organization that is a NEOGOV customer. You can retrieve your credentials by following the username and password steps.

**I have more than one account. How can I merge them?**

There is no way to merge accounts. You should choose the account with the most up-to-date information, and only use that account.

**Is it possible to delete or reset my account?**

Once the account is created, it remains in the system and cannot be deleted.

**Do I need to create multiple accounts for different agencies?**

No, you do not need more than one account to apply for jobs with different agencies. If the organization is a NEOGOV customer, you can apply with your existing GovernmentJobs.com account.

**What if I share my email address with another person?**

Every GovernmentJobs.com account must contain a unique email address. If you share an email address with another person, and it is already in use on another account, you cannot use that email address on your account. You can request a new email address from a service provider (for example, Hotmail, Yahoo, Google), or use a work email address on your GovernmentJobs.com account.

### **Can I share a Governmentjobs.com account with my spouse, relative, friend, etc?**

You may not share an account with another user. To apply for positions, you must create your own account with your own specific contact information, applications, and application history.

### **What web browser should I use?**

To make sure you have the best experience possible, we recommend using the most up-to-date version of one of the following browsers:

- Internet Explorer
- Firefox
- Chrome

## **Application Process - Starting Out**

### **How do I apply for a job?**

To apply for a job, go to GovernmentJobs.com or the organization's website. An organization is the city, county, state, or educational institution where you submit applications.

- If you are on GovernmentJobs.com, enter search criteria in the boxes for Job Title, Keyword, and/or City or State. You can also search by clicking a Category or Location.
- If you are on an organization's website, locate where open positions are posted.
- Perform a job search to find jobs that match your interests. Then click on the job title to view the job posting.
- To initiate the application process click the Apply tab. The Apply tab is located toward the top of the posting next to Job Details.
- Once you click on the link and log in, you can work on the application process steps.

### **How long does it take to complete the process?**

The time it takes to complete an application depends on how much information you provide on your basic application. It can take as little as 10-15 minutes. When applying for a job, you may be required to answer some additional questions (organization-wide questions and supplemental questions), which will also vary in length, depending on the number and type of questions asked.

### **Can I automatically be notified when new positions open?**

You can sign up for Job Interest Cards through the organization's web site so that you are notified when jobs become available. By selecting the job categories that you're interested in,

filling out your contact information, and clicking Submit Request, you will receive email notifications when jobs open in your noted categories. After one year, your job interest card subscription expires, and notifications are no longer sent. Signing up for job interest cards is not the same as creating a user account. To apply for positions you need to create a GovernmentJobs.com applicant account.

### **What is the Close Date on a job posting?**

A closing date is when a job posting no longer accepts applications.

### **How do I complete an online application?**

For detailed information on how to apply online for a job, refer to the Online Application Guide.

### **How can I change my username?**

Once established, a username cannot be changed.

### **How can I change my application template name?**

Once established, an application template name cannot be changed. Application template names are for your reference only, and are not visible to the organization with which you are applying.

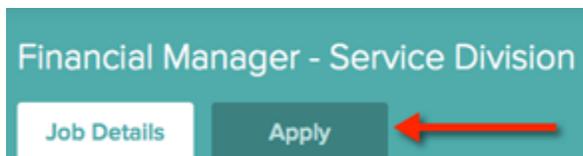
### **Why can't I create more than one application template?**

The ability to create multiple application templates has been removed in the new application process. If you previously created multiple applications, you can continue to use them.

## **Application Process - Completing and Submitting an Application**

### **I have completed all my Work, Education, References, and Additional Information sections, but do not see a place to submit the application. What should I do?**

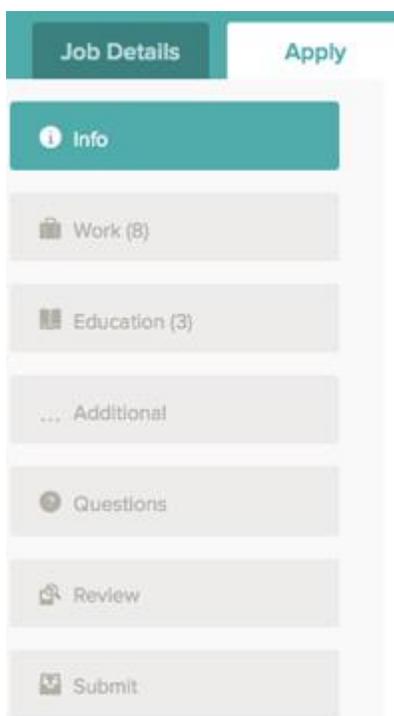
The basic information that you have entered serves as an application template. This template allows you to apply for multiple positions without having to create new applications. To submit the application template for a specific position, perform a job search to find a job you are interested in and click on the job title to view the job posting. Click Apply, which is located toward the upper left-hand side next to Job Details. For example:



Your application template fills in the basic information for step one, and you are able to proceed with the application process steps.

### **How do I proceed to the next step?**

The application process sections appear vertically on the left-hand side of the screen. For example:



Once you've completed a section, you can continue by clicking on the next section in the sequence, or click Next at the bottom of the page. If you would like to revert to previous section, click on that section name on the left-hand side.

### **What if I'm not ready to submit my application at this time?**

You can return to your application to submit at a later time. Though the system does auto-save while completing the application, make sure you save the field you are working on before signing out. Be sure to log back into your account and submit your application prior to the posting close date.

### **How do I save my information?**

If you need to exit the application, click Save at the bottom of the page you are working on. All of the information that you have entered up to that point is stored. As long as the job you are applying for is still open, you may return to submit your application.

### **I made an error on my submitted application. Can I make changes?**

You cannot make changes once you certify and submit the application to the organization. If you want to update the application you can either re-apply for the position, or contact the organization to see if it is possible make changes. If you receive an error message when resubmitting your application that does not allow you to apply again, or if the position has closed, you may want to contact the organization directly. Our applicant support team cannot make changes to an already submitted application.

### **I am unable to add an attachment to my application template.**

To attach a document successfully, first close the file that you are trying to attach, and then check the following:

- Attachment Type - Some agencies require specific attachment types to be included in the application. Check that your document is listed as the attachment type that the organization is requiring. For example, if the error message reads *The following attachment types are missing: Resume*, check that your corresponding document's attachment type is listed as Resume and not Other, Cover Letter, or any other attachment type.
- File type - Some agencies only accept certain file types. If you receive an error regarding the file type, check that you are attaching a file with a valid (acceptable) file extension.
- File size - Attachments that are larger than ten megabytes are not accepted. If your file is larger than five megabytes, you should reduce the file size. If you are still unable to attach the file after following these steps, try deleting the cookies from your web browser or attempt to attach the file from a different web browser.

### **I forgot to add an attachment (for example, my resume or cover letter) to my job application. How do I add an attachment to an application I've already submitted?**

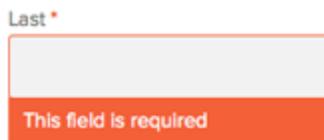
Once an application is submitted, you cannot make any changes to that application. Any attachments added to your application template are not automatically sent to the organization. In order to ensure the organization receives any newly attached documents, you must submit a new application. If you receive an error message when resubmitting your application that does not allow you to apply again, or if the position has closed, you may want to contact the organization directly.

**I am trying to submit/confirm my application, but I am unable to proceed. The system keeps taking me back to the application steps.**

In order to submit the application successfully, all required fields, questions, and attachments must be supplied. If you see a red exclamation mark next to a section, please click on the section to complete missing information. For example:



Also, check for red text within the section indicating which information is missing. Ensure that all questions marked as required (designated by an asterisk \*) have been answered, for example:

A screenshot of a text input field. The label 'Last \*' is positioned above the field. The field itself is empty and has a light grey background. Below the field, there is a red rectangular box containing the white text 'This field is required'.

If you did not answer some of the questions because they did not apply to you, but the question is required, you must type N/A into the text box. For example, if the question is: *If you answered yes to the question above, please explain* and you answered *No* to the previous question, type N/A.

Once everything has been answered and all documents have been successfully attached, you are able to submit your application.

### **Is it possible to withdraw my application from an organization?**

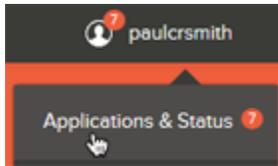
It is not possible to withdraw an application online. Once officially submitted, the application becomes property of the organization. You must call the organization directly for further action.

### **How do I print my application?**

You can print a submitted application by clicking on Applications > Job Title > Print on the top right-hand corner.

### **Can I view positions I have applied for?**

Yes, you can access all of your submitted applications by clicking on Applications & Status:



### **How can I be sure my application was received?**

Once you've submitted your application, you see a confirmation message that you've successfully applied with the organization. You are also sent a confirmation email. To verify the status online, log into your account, and click on the Application tab.

### **Can I delete applications I previously submitted?**

No. Once the application is submitted to the organization, a record remains in the Application Status area of your account.

### **How do I notify an organization of changes to my home address, email address, or other information?**

You can update the contact information on your profile at any time. Log into your account and click on Account Settings > Edit. Any changes that you make are updated with the organization automatically.